

Figure 1

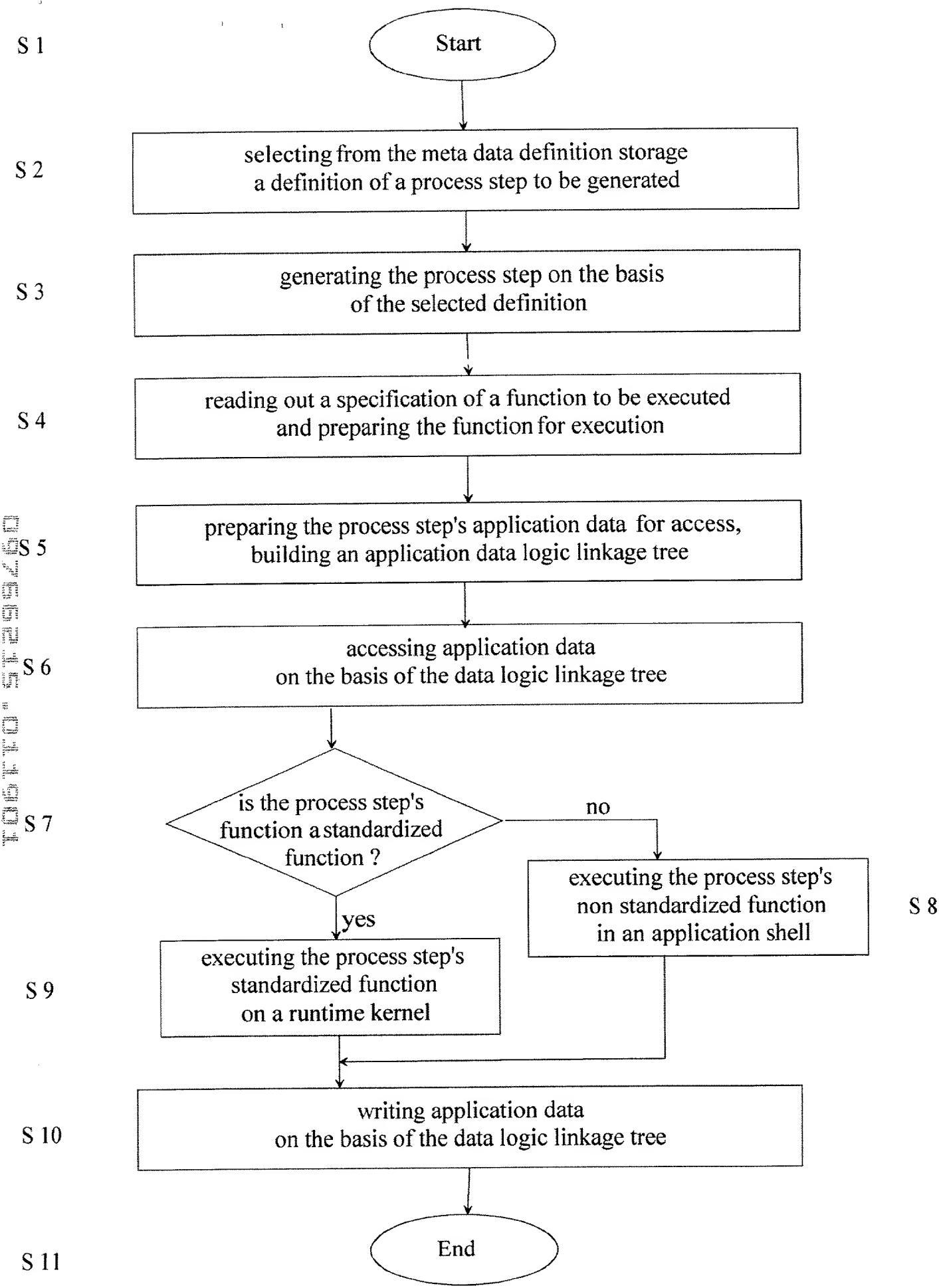


Figure 2

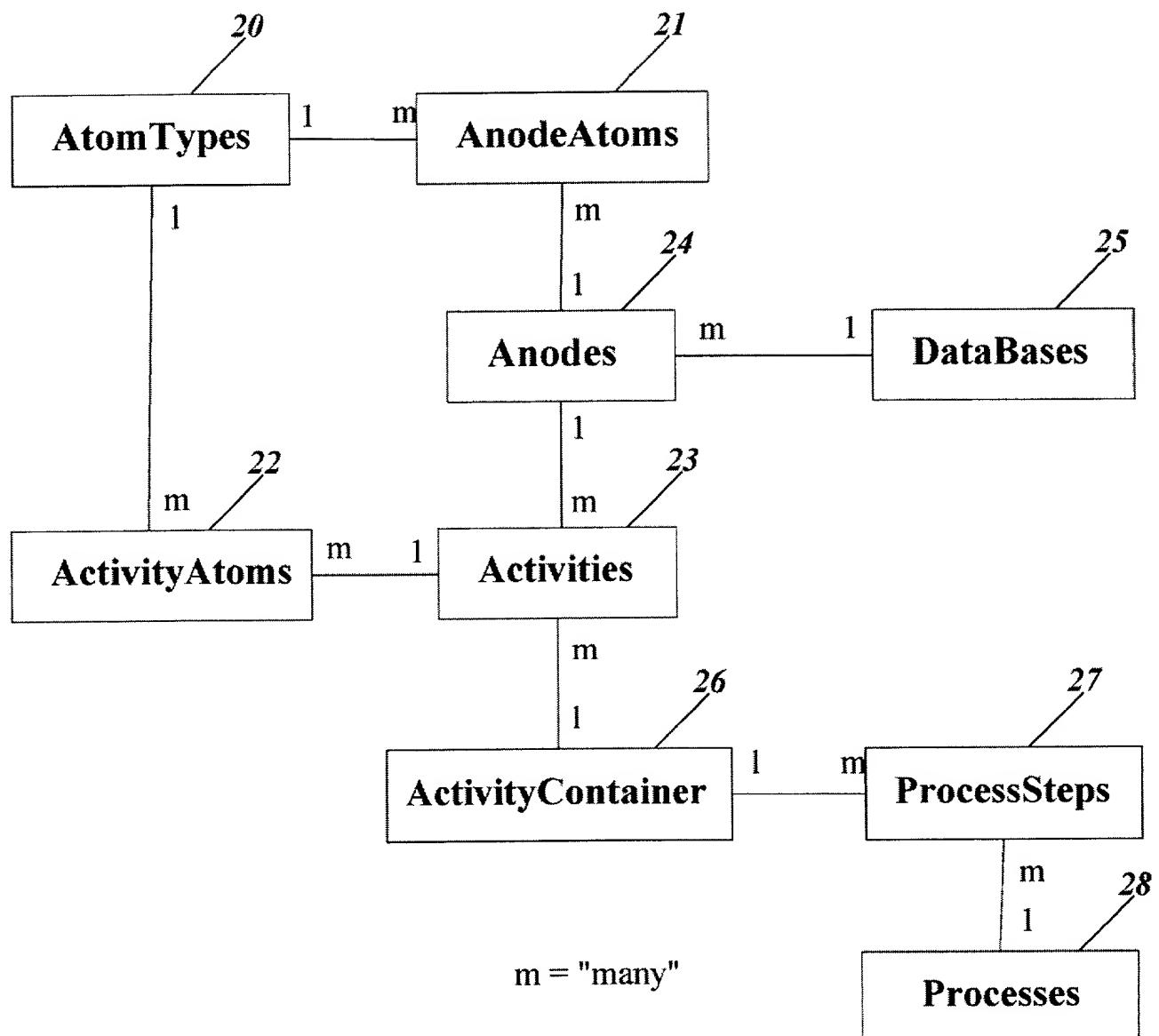


Figure 3

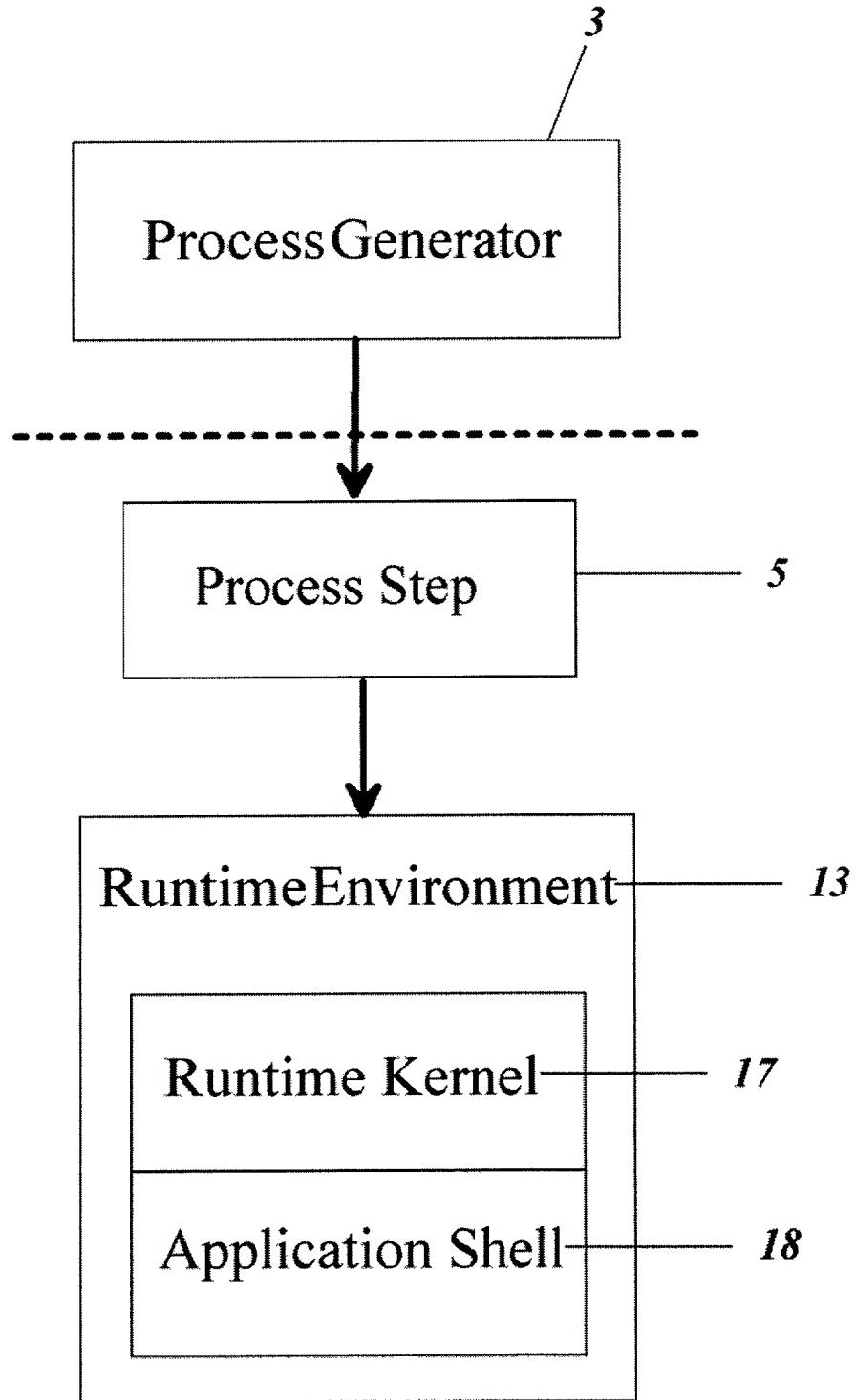


Figure 4

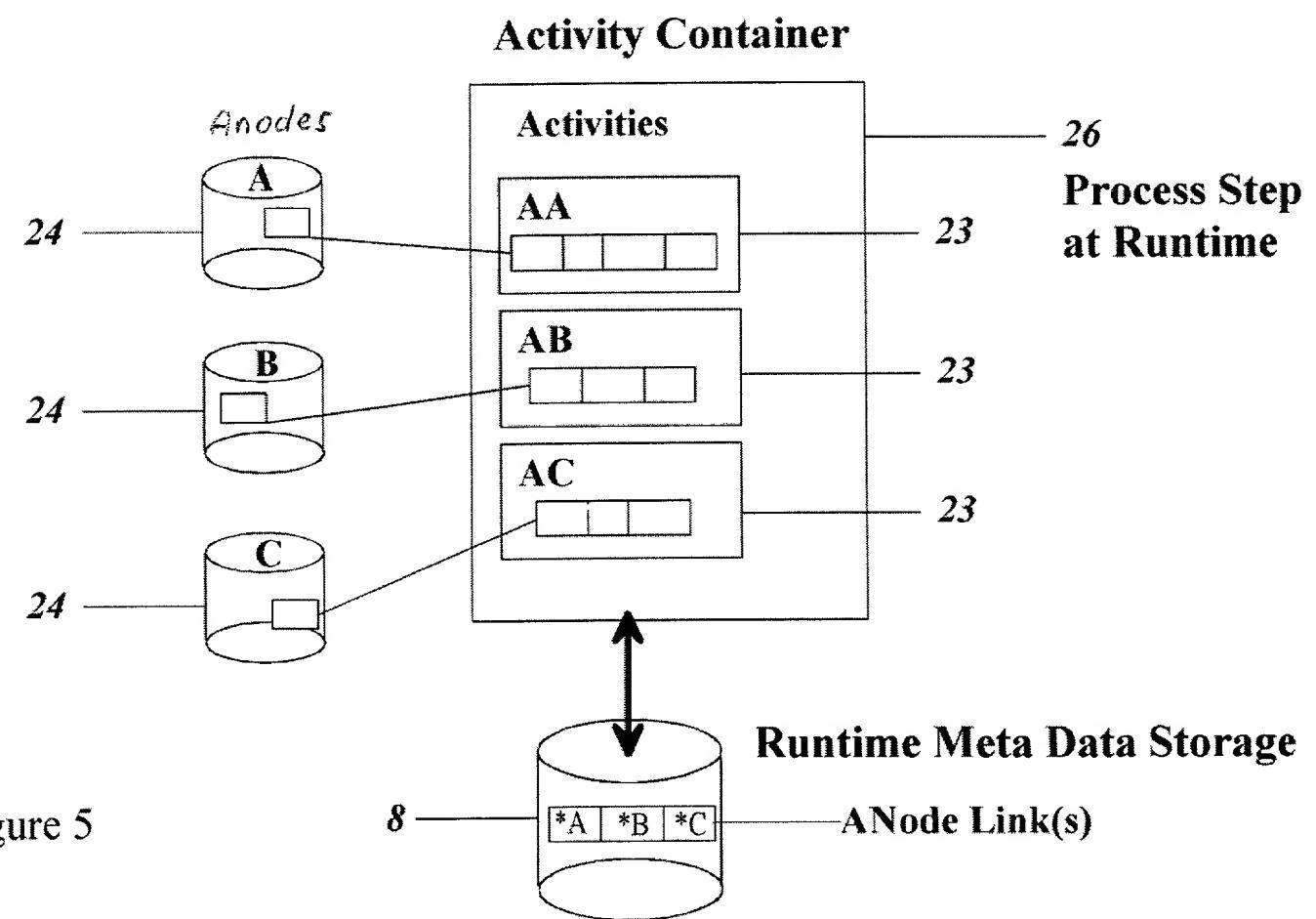


Figure 5

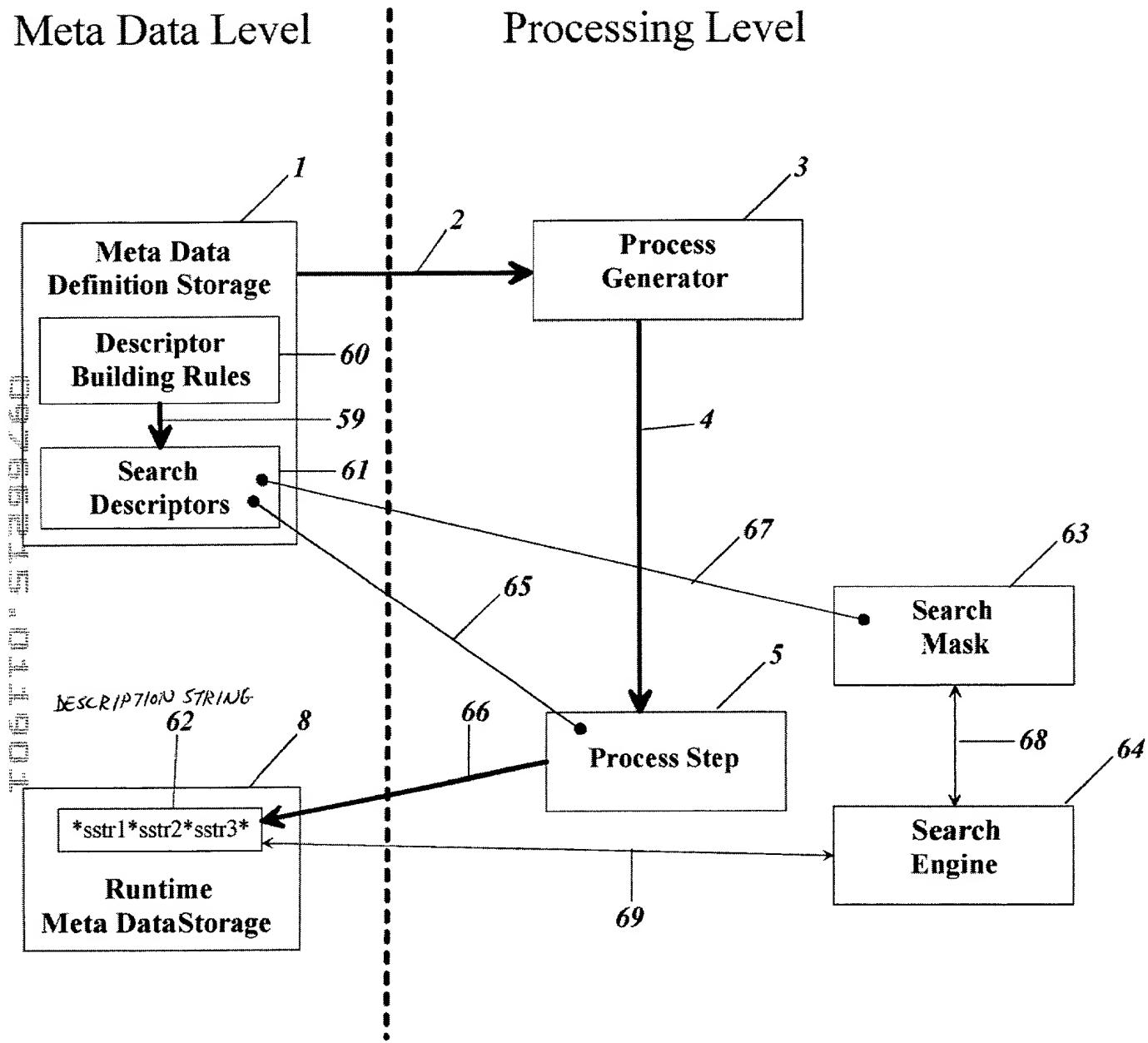


Figure 6

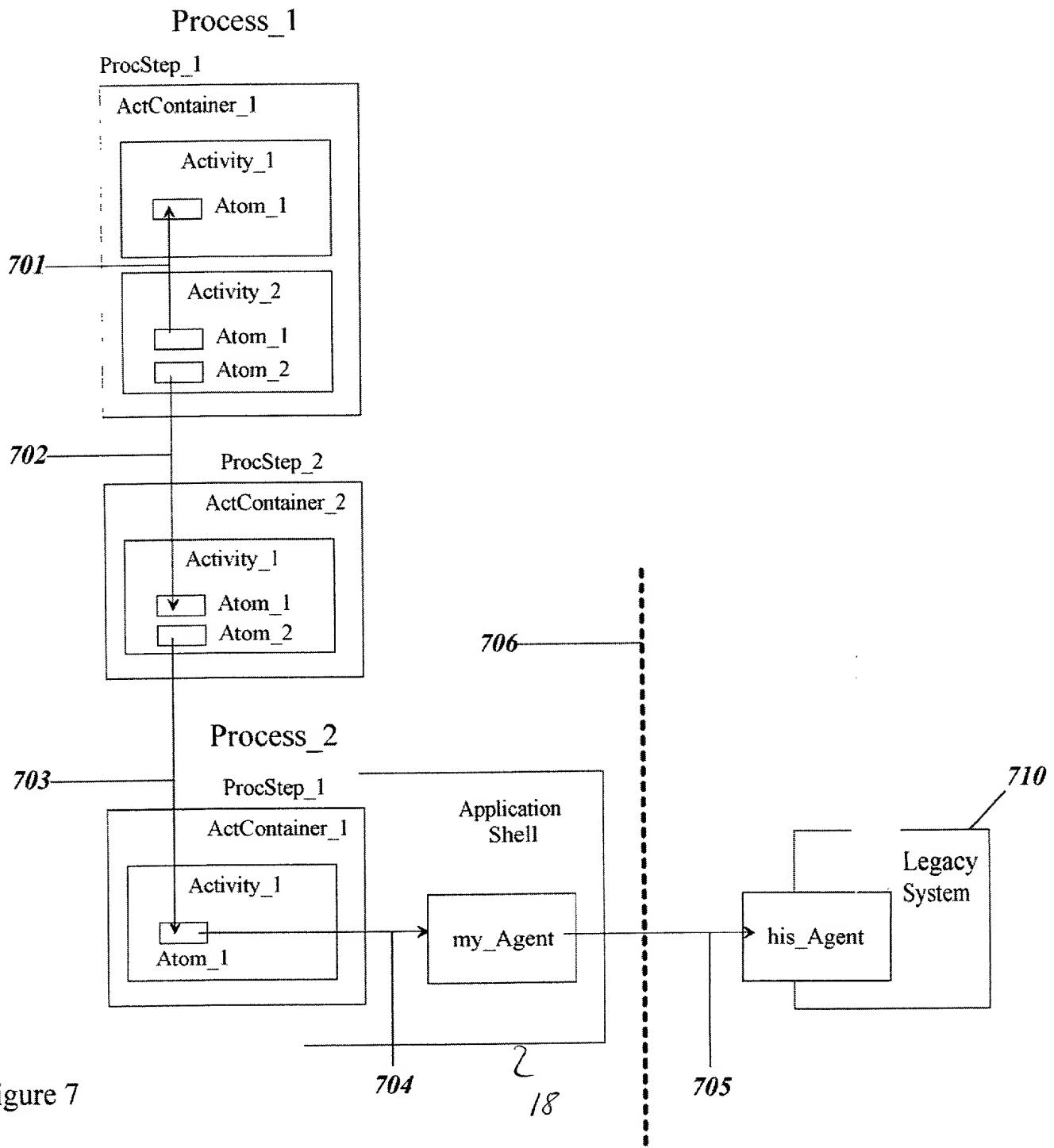


Figure 7

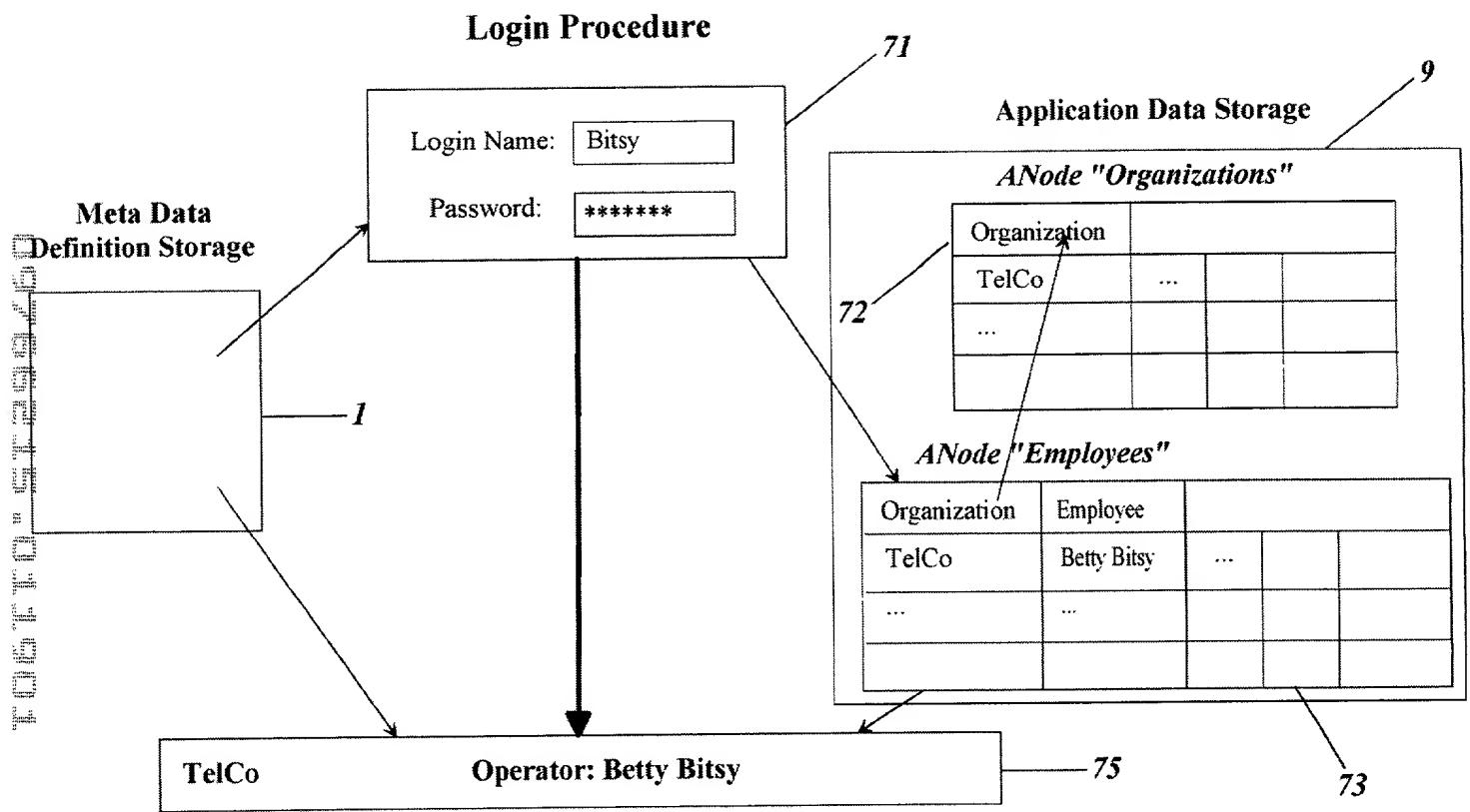


Figure 8

Processes
1 2 3 4 5 6 7

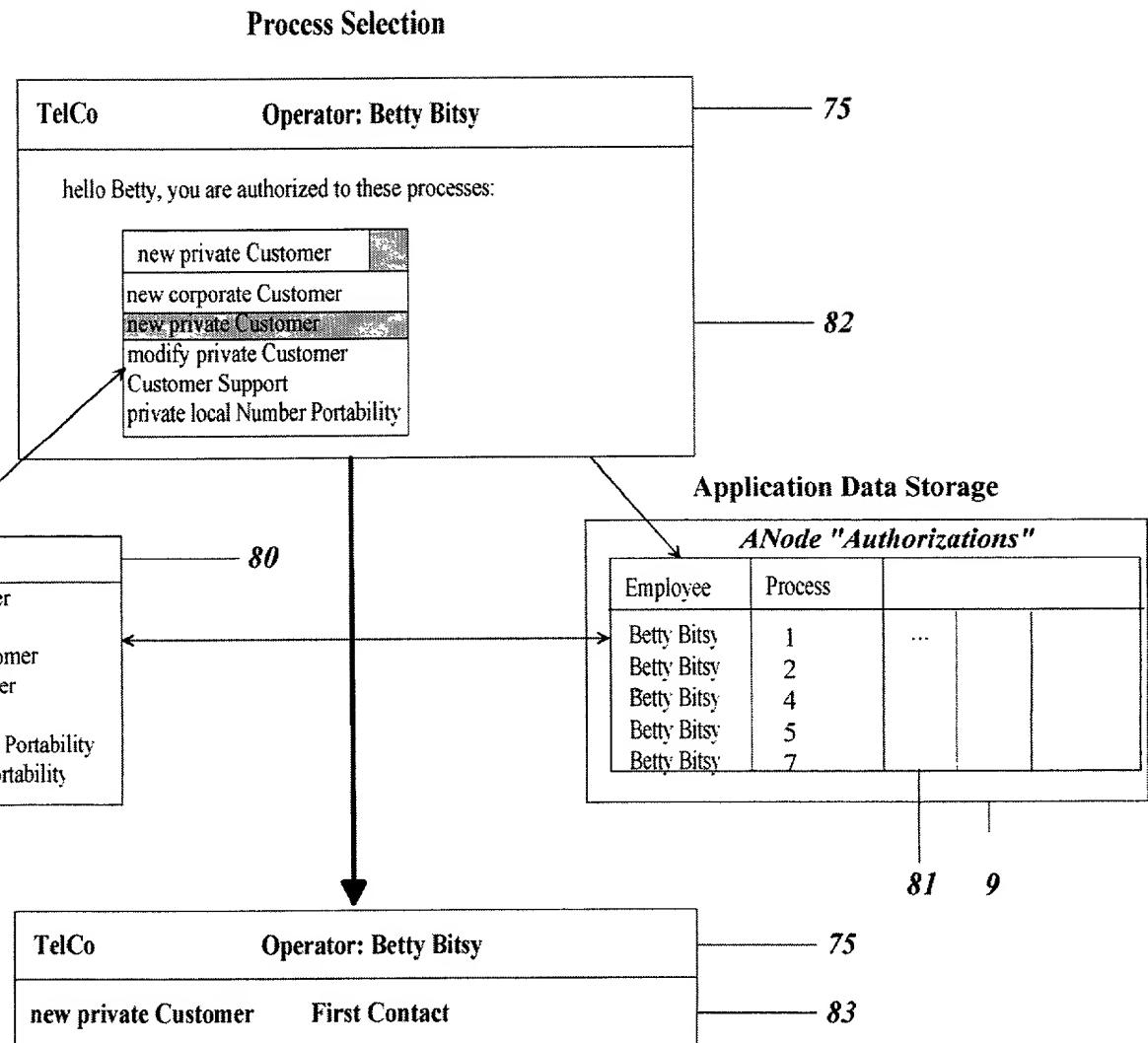


Figure 9

MetaData Definition Storage

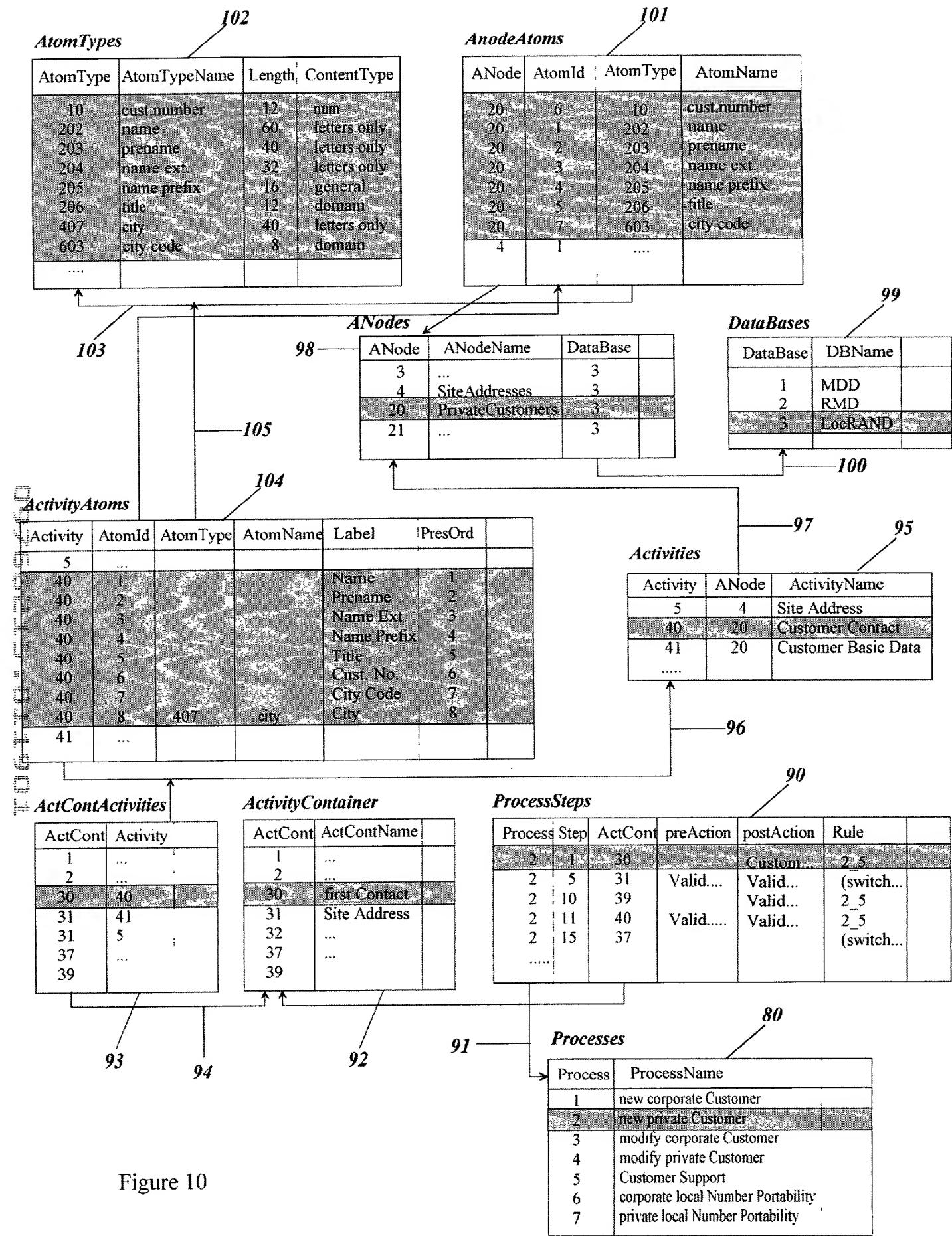


Figure 10

75

83

120

TelCo	Operator: Betty Bitsy				
new private Customer		First Contact			
Customer Contact					
name	Tester	prename	Ted	name ext.	<input type="text"/>
name prefix	<input type="text"/>	title	M.Sc.	cust. no.	<input type="text"/>
city code	089	<input type="button"/>	city	Munich	
			Ok	Cancel	Help

Figure 11

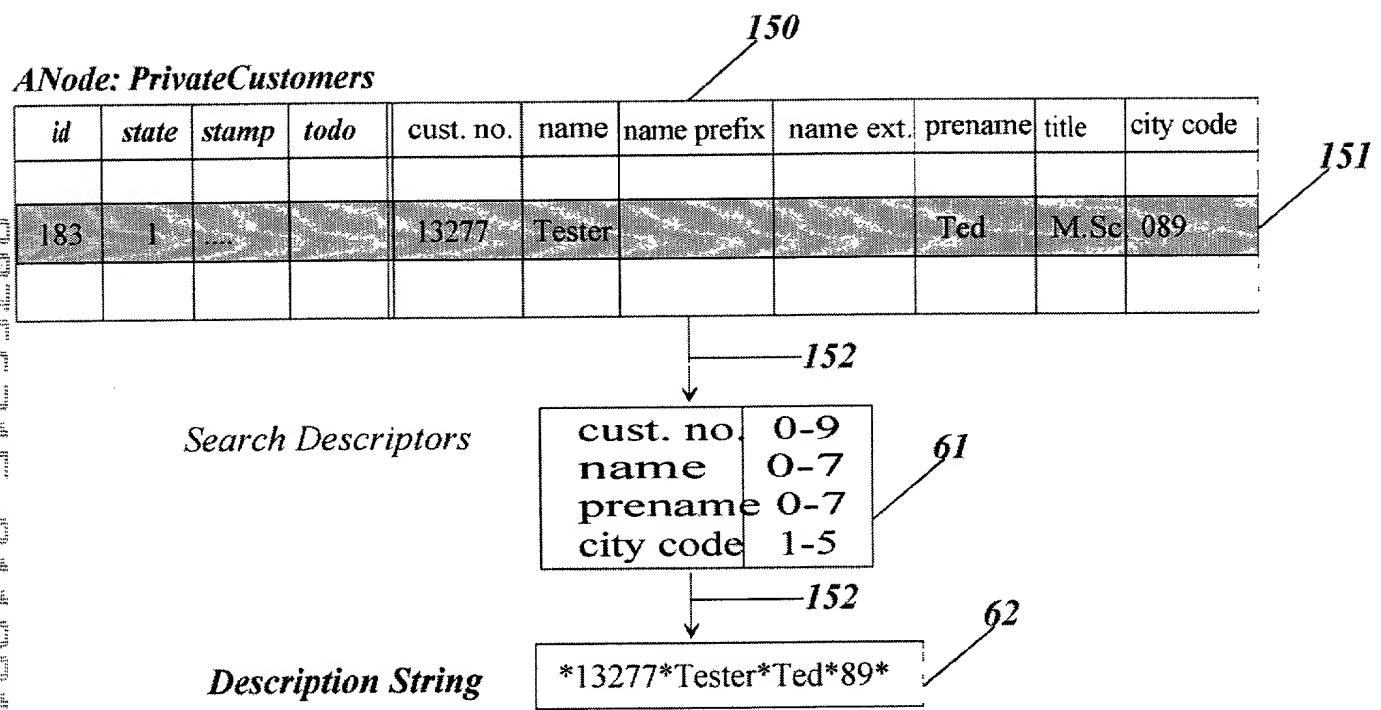


Figure 12